



Parent Handbook & Policies  
2024-2025

Eagle's Nest Mother's Day Out & Preschool  
2828 Thousand Oaks Dr  
San Antonio TX, 78232  
(210) 549-4012

I have read and agree to all items listed in this parent handbook,

Signed \_\_\_\_\_ Date \_\_\_\_\_

Relationship to Minor \_\_\_\_\_

*Welcome Eagle's Nest Families!*

Thank you for choosing Eagle's Nest Mother's Day Out and Preschool. Leaving your child in someone else's care is a big decision and we are honored you have entrusted us with your most valued treasures. We are so excited to help your child(ren) learn and grow through this program. Eagle's Nest strives to give your child a safe and nurturing environment where they will be immersed in God's Word all while learning age-appropriate curriculum. Eagle's Nest staff and instructors use Abeka curriculum for all preschool students. In addition, all teachers have been certified in CPR and all classrooms have been outfitted with the LIFEVAC choking devices to ensure we are equipped with the safest environment possible.

The program is staffed with a Program Administrator and Director who are here to assist you with everything you and your child need to get comfortable and engaged with our program. Our teaching staff will create many opportunities throughout the day for your child to show success in their development. Your involvement in your child's

classroom is encouraged and suggestions are always welcome. We look forward to watching your child develop into a competent learner! Again, thank you for trusting Eagle's Nest to care for and educate your child. We have so many things planned to assist your child in the transition and a fun daily life full of friendships, learning, and a whole lot of fun! If we can assist you, please do not hesitate to call the office at (210) 549-4012.

## **General Information**

Ages Our Mother's Day Out and Preschool program serves children ages 6 months through 5 years. Children enrolling in Preschool should be 3 or 4 years by September 1st.

**Day and Hours for the Eagle's Nest program is Tuesdays and Thursdays.**

Our school hours are 9:00 – 3:00. Our program follows local school calendars, with some exceptions, observing similar holiday breaks and weather closings. Each family will receive a calendar with all scheduled closings. (At this time, we follow the NEISD school calendar.)

## **Early/Late Care**

Eagle's Nest offers Early/Late Care, starting at 8:30 am for early care and ends at 3:30 for late care. The cost is \$15 per child per day that the child is here. This is an automatic charge to your account if you are enrolled in Early Care and arrive before 9:25 am. Please notify the Administrator or Director if you wish to be enrolled. Space is limited in each classroom.

## **Child Pickup Policy**

If your child departs with someone other than the usual authorized person, please notify the Classroom Teacher and Program Administrator. The person picking up the child must be listed on **the Child Release - Authorized Person** list

and have a government-issued photo id. For the safety of the children, we will not release any child to an unauthorized person.

### **Guidelines for Enrollment**

Enrollment fees are offered at a discount to all Compassion Church members.

Enrollment fees will be **due at the time of enrollment** and are **non-refundable**.

Spaces are filled on a first-come, first-served basis. We accept enrollment forms and fill spaces throughout the year as they become available according to these guidelines.

### **Tuition and Fees Registration Fees**

- Registration Fee: \$125.00/per child- Due upon enrollment (one-time fee)
- Supply Fee: \$75/per child- Due upon enrollment (required twice per year)
- Mother's Day Out Mini's (6 months - 2yrs): 2 days: \$240 / month
- Mother's Day Out & Preschool 3's: 2 days: \$225 / month
- Mother's Day Out & Preschool 4's: 2 days: \$225 / month
- Early/Late Care: \$15 per day if the child arrives before 9:00 or is picked up after 3:15 (billed to your account)
- Drop In Rate: \$40 per child per day

## **Other Charges Tuition Payments**

Tuition will be paid on the first day of the month your child attends. Please be prompt with your payment. **Tuition is past due after the 15th** of the month. A **\$25.00 late fee** will be automatically added to your account for any payments made after the 15th of the month. If payment is not received, your child may not return to our program until the balance is paid. If a balance exceeds \$50 by the 20th day of the month, your child will not be allowed to return, and enrollment will be terminated. There are no refunds, credits, or make-up days for absences due to illness, vacations, inclement weather, or closures/quarantine due to COVID-19. Eagle's Nest accepts personal checks and cash. Any checks returned for non-payment will be assessed a \$35 returned check fee.

## **Special Lunch Day**

These special lunch days will take place a few times a year. Teachers will send home order forms prior to special lunch days. NOTE: You are welcome to pack your child's cold lunch on Special Lunch Days. This is offered as a choice, not an obligation.

## **Attendance/Absences**

If your child will be absent due to illness or a personal reason, please notify the program as early as possible. There are no rate reductions due to absences.

## **Drop-Ins**

Drop-ins are welcome as space permits. Please call the office after 9:50 am. Monday through Thursday to inquire about openings for that day. Drop-ins must pay on the day of attendance or add the amount to your monthly statement. (\$40.00 per child).

## **Termination**

If you choose to withdraw your child from Eagle's Nest, we require a two (2) week notice in writing to the program. If a two-week notice is not possible, you will still be charged for the 2 weeks, and payment will be due for the **2 week notice period**, or you can pay in full before leaving. Our goal is to do everything possible to assist your child in being successful in our classrooms. But there are situations where it may not be possible. Eagle's Nest reserves the right to terminate or suspend services, through written notice and verbally, for reasons including but not limited to:

- We are unable to provide the child with the appropriate environment they require for their development or behavioral needs
- A person, child, or parent is disruptive, abusive, aggressive, or causes

situations that may put themselves, other children, and or employees in harm physically or emotionally • Failure to make tuition payments or carry a balance

- Habit of picking up late
- Repeat violations of the illness policy

## **Illness Policy**

Eagle's Nest Mother's Day Out and Preschool appreciate families keeping their children home if they show any sign of illness. This is not only for the protection of your child but also for protecting the other children and the teachers. We will attempt to contact you if your child should become ill during the day. If the parents and/or legal guardian cannot be reached, we will call the emergency contacts listed on your enrollment form. NOTE: Please inform the Administrator or Director of phone number changes as soon as possible to ensure we can contact you in these cases.

## **Guidelines for a Sick Child**

Please do not bring your child if they show signs of the following:

- Fever of 100.5 or more (must be fever free without medication for 24 hours)
- Nausea, vomiting, diarrhea (must be free of vomiting and/or diarrhea for 24hrs)
- Any symptoms of childhood diseases, such as measles, chickenpox, strep throat, flu, etc.



- Hand-foot-mouth– all sores must be completely scabbed over and dry underneath
- Heavy nasal discharge (green)
- Any unexplained rash
- Any skin infection (boils, ringworm, impetigo, thrush, hand-foot-mouth disease, fifth disease)
- Sore throat or constant cough
- Inflammation or discharge from eyes (all eye infections are contagious, must be on medication for 24 hours before returning)
- Head lice (must be free for at least 48 hours before returning)

If your child contracts hand-foot-mouth or another contagious illness, please notify the office so other parents may be informed. When in doubt about any of these things, please apply the Golden Rule! NOTE: If your child is brought to school displaying any of these symptoms, you will be contacted immediately and asked to pick up your child. Should this happen repeatedly based on the Director's discretion, your child will be terminated from the program. We must remember that our first priority is the children's health and safety in our care.

## **IMMUNIZATION REQUIREMENTS**

Immunizations are an important part of public health, and Texas law requires students in Texas schools to be immunized against certain vaccine-preventable diseases. All new students will be required to be current on their immunizations prior to their enrollment in the Mother's Day Out Program. Please visit the Texas Immunization Branch website at [www.immunizetx.com](http://www.immunizetx.com) for current information about school vaccine requirements. Be aware that students without the required immunizations or valid exemptions will not be all to attend Mother's Day Out. To learn more about exemptions from vaccinations, contact the Texas Department of State Health Services.

### **Medication**

Medication will only be administered by Eagle's Nest Mother's Day Out/Preschool staff and only with written consent from a parent or legal guardian. Medication forms are available at the front desk. Medication must be stored appropriately, sealed, and out of the reach of children.

### **Food Policy Breakfast: Donuts, Candy, & Specialty Foods**

We do not allow children to bring in breakfast food (i.e., donuts, munchkins, breakfast sandwiches, or pastries) for themselves. When a child brings in one for themselves for breakfast, the other children often request the same thing

for breakfast, and they become upset when we tell them we do not have them.

**Foods like these should be eaten before the child is dropped off at school.**

Lunch: PLEASE DO NOT BRING ITEMS WITH PEANUT BUTTER IN THEM! Please send your child with a lunch and drink each day. Due to the number of children with peanut allergies, please do not send your child lunch with peanut butter in it (peanut butter sandwiches, peanut butter crackers, peanuts, etc.). Please pack an ice or cold pack in your child's lunch to remain cold until lunchtime.

Due to the number of children teachers must care for during lunch, we ask that you do not send your child with items that must be heated. If your child has special dietary needs, please see the Director to make accommodations. An age-appropriate (allergy friendly) snack will be provided to all children during the mid-morning break.

### **Holidays and Celebrations**

Please speak to your child's teacher to coordinate celebrations in the classroom. If possible, please give a week's notice if you plan to bring snacks to the classroom. This will give the teacher plenty of time to inform other families (in case of allergies, etc.).

## **Additional Information**

Rest Time: All age groups are required to participate in quiet/rest time in the afternoons. Pack & Plays are provided by Eagle's Nest for Infants ages 6 months-2yrs. All other toddlers ages 2yrs and up are required to provide their own sleep mats. Small stuffed animals can also be brought to relax children and remind them of home. We ask that you take home any sheets, blankets/nap mats weekly for washing. Please label all items used for napping. The Infant room is equipped with individual Pack & Plays. We require all parents to send child with diapers, formula and any additional sanitary items. Eagle's Nest has wipes available for all children. You may send in an approved sleep sack but no other blankets or comforting items. (Please consult with the Administrator when selecting a sleep sack) The sleep sack will be sent home each week to be washed. Per the policy set forth by DHS and in best practice to prevent SIDS, infants must be placed on their backs when sleeping in a crib. Infants may not sleep in a swing or a bouncy chair or held by a teacher. Any child needing to sleep against the policy standards for health reasons needs a specific procedure and explanation authorized by a pediatrician in writing.

## **STATEMENT ON MARRIAGE, GENDER, AND SEXUALITY**

We believe God wonderfully and immutably creates each person as male or female. These two distinct, complementary genders together reflect the image

and nature of God. (Gen 1:26-27.) Rejection of one's biological sex is a rejection of the image of God within that person. This belief also accounts for (1) dressing conforming to one's biological sex; (2) using the restrooms, locker rooms, and changing facilities conforming to one's biological sex. "Biological sex" means the condition of being male or female, which is determined by a person's chromosomes, and is identified at birth by a person's anatomy. Those who reject their biological sex are sometimes called "transgender." We believe that the term "marriage" has only one meaning: the uniting of one man and one woman in an exclusive union, as delineated in Scripture. (Gen 2:18-25.) We believe that God intends sexual intimacy to occur only between a man and a woman who are married to each other. (1 Cor 6:18; 7:2-5; Heb 13:4.) We believe that God has commanded that no intimate sexual activity be engaged in outside of the bounds of marriage between one man and one woman. We believe that any form of sexual immorality and sexual conduct outside the marital union of one man and one woman (including adultery, fornication, homosexual behavior, bisexual conduct, bestiality, incest, and use of pornography) is sinful and offensive to God. (Matt 15:18-20; 1 Cor 6:9-10.) We believe that to preserve the function and integrity of Eagle's Nest Mother's Day Out (MDO) as an expression of the local Body of Christ and to provide a biblical role model to the families of MDO and the community, it is imperative that all

persons employed by MDO, in any capacity, agree to and abide by this Statement on Marriage, Gender, and Sexuality. (Matt 5:16; Phil 2:14-16; 1 Thess 5:22.) We believe God offers redemption and restoration to all who confess and forsake their sin, seeking His mercy and forgiveness through Jesus Christ. (Acts 3:19-21; Rom 10:9-10; 1 Cor 6:9-11.)

### **Teachers/Staff**

All teachers and helpers are CPR certified and have undergone background checks. We strive for excellence; therefore, our teachers are highly qualified and excited to be a part of your child's academic journey.

### **Play Appropriate Clothing**

Children must have a weather-appropriate extra set of clothes if they need to change. Parents are responsible for taking soiled clothing home at the end of their child's day. All the items must be clearly labeled with their child's full name. Eagle's Nest is not responsible for lost or misplaced articles. All jackets, sweaters, or sweatshirts should be clearly labeled with the child's name. All children should wear comfortable clothes which do not inhibit physical activity or messy art projects. Shorts are requested under dresses and skirts. Children should wear sneakers or rubber-soled shoes which are safe for climbing or running. Flip flops, rainboots, etc., are not allowed as they can be a tripping

hazard for the children and lead to accidents. We only purchase washable art supplies and wash the children throughout the day, and as you know, we can't guarantee everything will come out in the wash. If you have a special outfit, you may not want to send your child to school in it. For children being toilet trained, we ask that you send in extra clothes and an adequate supply of underwear. All soiled clothes will be placed in a plastic bag to take home. Eagle's Nest is not responsible for lost, stolen, or damaged clothing.

### **Personal Items**

Please label everything you send with your child. This includes bottles, pacifiers, lunch boxes, blankets, jackets, sleep mats, and anything else that might come from your child's bag. Eagle's Nest Mother's Day Out and Preschool cannot be responsible for items lost that are not adequately labeled.

### **Toys**

Children cannot bring their toys to school unless we have a show-and-tell activity. If your child brings in a toy, you must take it with you when you leave. Toys are not to be brought in and left in the cubbies.

### **Toilet Training Policy**

BEFORE sending the child in underwear to school, we ask that parents meet with their classroom teachers to let us know their plan. We will do everything

we can to support your child in success! Any child potty training should be in clothes they can take on and off themselves. Please, no onesies or other snapping type of clothing that secures the underwear/pull-up inside clothing. Sometimes they tell us with little time to spare, so it helps with accidents if they can easily get out of their clothes. Some children may not be ready for potty training, but they will give you the signs they are. If the child begins potty training and has a lot of accidents, we may have to go back to pull-ups. Accidents are expected, but excessive accidents can spread human waste in the classroom, making it difficult to keep the environment healthy.

### **Parking Lot**

We have many children in the parking lot during the day being dropped off and picked up. You are expected to drive cautiously and at a slow speed of 5 mph. It is also expected that you will not be on your cell phone, driving distracted through our parking lot. Please do not linger in the parking lot after your child has been picked up as there is limited parking.

### **Custody Agreements**

We understand that custody agreements may need to be established from divorce or separation. Please know we deal with this frequently, and while it's hard to discuss, we will assist you through this process and keep it



confidential. If you have a custody agreement in place, we must have a copy of it. Unless a copy of a Court Order granting custody to only one Parent is on file at the program, the Employees do not have the legal authority to refuse a child to the legal parents. If a Parent who does not have legal custody arrives to pick up the child, we will refuse to let the child leave the program by citing that we are obeying the Court Order in the files. If a custody situation occurs, please advise the Administrator or Director immediately. If a child lives between two households, please provide us with the contact information of both households. We will send home any communication to both households.

### **Closings**

Please observe the calendar handed out at the beginning of the semester with the closings for the school year. You will also receive a monthly calendar listing any closings for the month. NOTE: Credit is not given for dates when Mother's Day Out / Preschool is closed. The monthly rate is the same throughout the school year unless otherwise reported.

### **Communication App**

All parents are required to download the communication app prior to the first day of MDO. Most communication for events, activities, spirit days and other important information will be sent out through this app. An initial email with an

app download prompt will be sent to your email after you have submitted your registration form.

### **Inclement Weather & Closures**

Eagle's Nest will follow NEISD inclement weather closures. Eagle's Nest MDO/Preschool will follow the recommendations of local and/or state authorities and CDC guidelines when deciding to close down the program). Parents will also be sent an immediate message via email and our Remind App for text messaging.

### **Child Guidance**

To create a supportive learning environment, teachers will arrange the environment, including furniture and learning activities, to encourage active learning and independence. We are committed to providing your child with a clean, safe, fun, and exciting atmosphere with positive well-trained teachers that will support your child's success in early education. The teams will deliver a stimulating, creative, nurturing, and creative curriculum that is age appropriate and meets all key learning experiences for each individual program. We will provide a consistent schedule and class rules/consequences and work with your child at every chance to avoid disciplinary issues. If a

behavior continues that is disruptive to the student, the classroom, or the staff; we will work with the child by offering a break in or outside the classroom. We will partner with you on what works best for your child when they need support. If a child becomes aggressive, we will immediately call you for a behavior meeting. Here, we will come up with a plan to support the child and keep them and the others safe. If we cannot do this, we will seek your assistance in getting resources for the center or sending the child home. If this becomes a pattern and we do not have the tools to help the child in a large group and keep everyone safe, it could lead to termination. This is our LAST option.

Eagle's Nest has a zero-tolerance policy against the following behaviors against a child:

- Spanking or other corporal punishment of children
- Subjecting children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment
- Depriving children of meals or snacks
- Subjecting children to cruel or any type of physical hitting inflicted in any manner upon the body, shaking, threats, or derogatory remarks
- Force-feeding children

- Confining children to a swing, highchair, crib, playpen, or any other piece of equipment for an extended period of time in place of supervision
- Disciplining a child for soiling, wetting, or not using the toilet, forcing a child to remain in soiled clothing, forcing a child to stay on the toilet, or using any other unusual or excessive practices for toileting.

It is completely unacceptable for an employee of the center to exhibit any of the above actions against a child.

### **Reporting Child Abuse**

Any person with reason to believe a child has been abused or neglected must report the matter promptly to the DHS. Failure to report is a misdemeanor offense and, upon conviction, is punishable by law. Failure to report with prolonged knowledge, six months or more, of ongoing abuse or neglect is a felony offense. All MDO staff are aware of these laws and will report suspected abuse.

### **Policy Changes**

We reserve the right to update, change or amend any policies and procedures, permanently or temporarily, due to licensing or program direction. We will provide the changes to you via email and a proper notice period that we feel is

acceptable. If you have any suggestions, feedback, or ideas, we welcome those.

### **Eagle's Nest MDO & Preschool Biting Policy**

Is it normal for a child to bite? Most children younger than age 3 bite someone else at least once. Most children stop biting on their own; biting that persists past age 3 or occurs frequently at any age may need treatment. Biting is not always intentional and rarely causes serious injury to another person or poses any health risks. Why do children bite? Children bite for different reasons, depending on their age. • Between 6 and 7 months of age, children usually bite other people when they feel discomfort around their mouths or when they are in pain caused by teething. Most often, they bite their caregivers.

Sometimes young babies bite their mother while breastfeeding. Children of this age learn not to bite as they see and hear the reaction of the person they have bitten. • Between 8 and 14 months of age, children usually bite other people when they are excited. Most often, they bite a caregiver or another child close to them. A firm "no" usually stops these children from biting again. • Between 15 and 36 months of age, children may bite other people when they are frustrated or want power or control over another person. Usually, they bite other children; less frequently, they bite their caregivers. Children of this age

usually stop biting as they learn that biting is not an acceptable behavior. When Biting Does Occur: Our staff strongly disapproves of biting. The staff's job is to keep the children safe and help a child that bites learn different, more appropriate behavior. We do not use techniques to alarm, hurt, or frighten children. For the child that was bitten: 1. The teacher will comfort the child. First aid is given to the bite. Ice will be provided, and the area will be cleaned with soap and water and covered with a bandage if needed. 2. The teacher will immediately notify office staff, at which time parents are notified. 3. An Incident Report will be completed. 4. Parents may request a conference with the Director to discuss any concerns/questions. For the child that bit: 1. The teacher will address the child in a firm, calm tone using phrases such as "You may not hurt your friends" and "We use gentle hands," and the child will be redirected to another activity. 2. The child may be placed in time-out for no longer than the child's age (one-year-old, one minute) or removed from the situation. 3. The Biting Report is filled out, documenting the incident. 4. Parent's signature is acquired at pick up, and the document is placed in the child's file. When Biting Continues: 1. If personnel are available, the child will be shadowed to help prevent biting incidents. 2. The classroom staff will observe the child to determine what is causing the child to bite (teething, communication, frustration, etc.) The administrative staff may also observe the

child if the classroom staff cannot determine the cause. 3. The child will be given positive attention and approval for positive behavior. 4. The child will be provided a teething ring or other appropriate teething toy. 5. The Director will ensure the teacher has adequate resources and training to keep the children engaged in supervised activities. 6. The Director will evaluate the biting log to determine the cause of the biting and make suggestions to the parent and teacher to stop the biting. The Director will provide the parent literature and determine whether the teacher needs additional training. The Director will document all information. 7. The Director will schedule a conference with the child's parents to develop a plan for the home and the center to stop the biting.

When Biting Becomes Excessive: 1. After the staff members have tried all preventative steps, if the child continues to bite routinely, the Director will call the parent to pick up the child for the remainder of the day. Chronic biting may require that a child be suspended from enrollment for a period of time. If a child is suspended, the parent will be informed that the child may return to the center as soon as the biting has stopped. 2. If the child returns to the center, continues to bite, and is endangering the other children, the child may be terminated from the program.

**Waiver/Release**

I give permission for my child \_\_\_\_\_  
to participate in all activities (including inflatables, water days and field trips)  
(collectively the "Activities") in the Mother's Day Out Program.

I understand the potential risks involved in participating in the Activities and that reasonable precautions will be taken to assure my child's safety, and I will not hold Eagle's Nest/Compassion Church liable for any accident that could involve my child and hereby release Eagle's Nest/Compassion Church from any and all claims or causes of action arising out of or incident to my child's participation in the Activities. I agree that I have read the foregoing release in its entirety and fully understand its contents and understand and acknowledge that I am waiving and releasing important rights by executing this release. In the event of a medical emergency while my child is attending the event, I authorize the treatment by a qualified emergency medical technician or a licensed medical doctor. This permission form and release shall be governed by the laws of the state of Texas and shall be considered, entered into, and performable in San Antonio, Texas.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Relationship to Minor \_\_\_\_\_



**Waiver For Lunch**

In the event your child is dropped off without a well-balanced cold lunch (ie: protein, fruits/veggies and drink) one will be provided to your child at a cost of \$5.00/meal. The lunch provided will consist of items based on the child's allergy/dietary needs and is given at the full discretion of teaching staff. This lunch will be automatically charged to your account.

I, \_\_\_\_\_ agree to Eagle's Nest policy on serving a well-balanced lunch to my child.

Signed \_\_\_\_\_ Date \_\_\_\_\_

**Acknowledgement of Injury Sustained Outside of Eagle's Nest**

We understand that kids will be kids, and may attend MDO with scrapes, bumps, bruises, broken bones, and other injuries sustained while away from Eagle's Nest MDO. Please make sure to notify our staff before drop-off so we can be fully prepared to serve your child in the best way possible.

I, \_\_\_\_\_ agree to notify Eagle's Nest staff of any injuries my child has sustained at home.

Signed \_\_\_\_\_ Date \_\_\_\_\_

**PARENT/GUARDIAN ACKNOWLEDGEMENT 2024-2025**

Please sign and return this form for us to keep on file. We must have one copy per family enrolled in the program. If you have any questions, please feel free to call the office.

I, \_\_\_\_\_, parent and/or legal guardian of \_\_\_\_\_

Understand that the policies and procedures explained in this handbook are for my child's safety and well-being and the other children in the Eagle's Nest Preschool and Mother's Day Out program. I will adhere to these guidelines to ensure that my child maintains their place in the program.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## FINANCIAL RESPONSIBILITY FORM

I agree to pay all fees and charges for services regardless of my child's attendance. Tuition is past due after the 15th of the month. A \$25.00 late fee will be automatically added to your account for any payments made after the 15th of the month. Your child may not return to our program until the balance is paid. If a balance exceeds \$50 by the 20th day of the month, your child will not be allowed to return, and enrollment will be terminated. There are no refunds, credits, or make-up days for absences due to illness, vacations, inclement weather, or closures. We accept the following payment methods:  
Cash and Checks.

Signed \_\_\_\_\_ Date \_\_\_\_\_